

The Claims

1. A relationship building method for automated services, comprising in combination the steps of:
 - 5 receiving a contact from a client;
 - looking for the client in a client data base;
 - if the client is calling by telephone and does not like auto attendant, then
transferring the client to a customer service representative;
 - if the client is in the client data base, then:
 - 10 welcoming the client;
 - presenting the client with an option of one or more services or goods
that are usual for the client as determined by the client data
base;
 - if the client selects one of the usual services or goods, then processing
15 the client request;
 - if the client does not select one of the usual services or goods, then:
 - presenting the client with a list of services or goods from
which to select;
 - entering the new request into the client data base; and
 - 20 processing the client request;
 - if the client is not in the client data base, then:
 - welcoming the client;
 - ask the client for billing and delivery information;
 - entering the client billing and delivery information into the client data
25 base;
 - presenting the client with a list of services or goods from which to
select;
 - entering the new request into the client data base; and

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if the client does not select one of the usual methods of delivery, then presenting the client with a list of delivery methods from which to select, entering the new method into the client data base and further processing the client request;

presenting the client with a list of delivery methods from which to select, entering the new method into the client data base and further processing the client request.

- 20 3. A relationship building method for automated services according to Claim 2,
wherein the services are rendered or the goods are distributed from a
plurality of locations, and wherein further processing the client request
comprises creating a plurality of web pages on a computer network,
corresponding to the plurality of locations, and posting the client information
25 and the client request information on a web page of the plurality of web
pages corresponding to a location which is relatively close to the client.

4. A relationship building method for automated services according to Claim 3, wherein presenting the client with a list of services or goods from which to select further comprises the step of presenting a series of options regarding services or goods.
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5. A relationship building method for automated services according to Claim 3, wherein:
- receiving a contact from a client comprises receiving a telephone call from the client;
- 10 the relationship building method further includes using telephone caller identification; and
- looking for the client in a client data base comprises determining what client or clients normally call from the identified telephone number.
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6. A relationship building method for automated services according to Claim 5, wherein:
- receiving a contact from a client comprises receiving a telephone call from the client; and
- the relationship building method further comprises communicating with the client is by means of interactive voice response.
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7. A relationship building method for automated services according to Claim 1, wherein the services are rendered or the goods are distributed from a plurality of locations, and wherein processing the client request comprises
- 25 creating a plurality of web pages on a computer network, corresponding to the plurality of locations, and posting the client information and the client request information on a web page of the plurality of web pages corresponding to a location which is relatively close to the client.

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8. A relationship building method for automated services according to Claim 1, wherein presenting the client with a list of services or goods from which to select further comprises the step of presenting a series of options regarding services or goods.

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9. A relationship building method for automated services according to Claim 1, wherein:

receiving a contact from a client comprises receiving a telephone call from the client;

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the relationship building method further includes using telephone caller identification; and

looking for the client in a client data base comprises determining what client or clients normally call from the identified telephone number.

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10. A relationship building method for automated services according to Claim 1, wherein:

receiving a contact from a client comprises receiving a telephone call from the client; and

the relationship building method further comprises communicating with the client is by means of interactive voice response.

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11. A relationship building method for automated services, comprising in combination the steps of:

receiving a contact from a client;

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looking for the client in a client data base;

if the client is calling by telephone and does not like auto attendant, then transferring the client to a customer service representative;

if the client is in the client data base and dials a predetermined speed dial number corresponding to predetermined services or goods, then processing the order that corresponds to the speed dial number;

if the client is in the data base and does not dial a preselected speed dial number, then:

welcoming the client;

presenting the client with an option of one or more services or goods that are usual for the client as determined by the client data base;

if the client selects one of the usual services or goods, then processing the client request; and

if the client does not select one of the usual services or goods, then presenting the client with a list of services or goods from which to select, entering the new request into the client data base and processing the client request.

12. A relationship building method for automated services in the delivery of goods and services from a plurality of locations, comprising in combination the steps of:

receiving a contact from a client by telephone or over a computer network; looking for the client in a client data base;

if the client is calling by telephone and does not like auto attendant, then transferring the client to a customer service representative at a location relatively close to the client from the plurality of locations;

if the client is in the client data base, then: welcoming the client;

presenting the client with an option of one or more services or goods
that are usual for the client as determined by the client data
base;

if the client selects one of the usual services or goods, then processing
the client request;

if the client does not select one of the usual services or goods, then:
presenting the client with a list of services or goods from
which to select;

entering the new request into the client data base; and
processing the client request;

if the client is not in the client data base, then:

welcoming the client;

ask the client for billing and delivery information;

entering the client billing and delivery information into the client data
base;

presenting the client with a list of services or goods from which to
select;

entering the new request into the client data base; and
processing the client request.

13. A relationship building method for automated services according to Claim
12, wherein processing the client request further comprises the steps of:

if the client is in the client data base, then:

presenting the client with an option of one or more methods for
delivery of services or goods that are usual for the client as
determined by the client data base;

if the client selects one of the usual methods of delivery, then further
processing the client request;

if the client does not select one of the usual methods of delivery, then
presenting the client with a list of delivery methods from
which to select, entering the new method into the client data
base and further processing the client request;

5 if the client is not in the client data base, then:

presenting the client with a list of delivery methods from which to
select, entering the new method into the client data base and
further processing the client request.

10 14. A relationship building method for automated services according to Claim
13, and wherein further processing the client request comprises creating a
plurality of web pages on a computer network, corresponding to the plurality
of locations, and posting the client information and the client request
information on a web page of the plurality of web pages corresponding to a
15 location which is relatively close to the client.

15 15. A relationship building method for automated services according to Claim
14, wherein presenting the client with a list of services or goods from which
to select further comprises the step of presenting a series of options regarding
20 services or goods.

16. A relationship building method for automated services according to Claim
14, wherein:
receiving a contact from a client comprises receiving a telephone call from
25 the client;
the relationship building method further includes using telephone caller
identification; and

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22. A relationship building method for automated services according to Claim 12 wherein delivery of the services is by a motor vehicle, further comprising:
Announcing by telephone call of next to be delivered;
Making unique audible sound from the motor vehicle, announcing the arrival of the order; and
Confirming by telephone of the correct order being delivered.